



PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
McIlwaine, et al.)
Serial No.: 10/602,804)
Filed: June 24, 2003)
For: Method and System for Scheduled)
Delivery of Training to Call Center)
Agents)

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

The undersigned hereby certifies that no item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the undersigned, after making reasonable inquiry, no item of information contained in the information disclosure statement was

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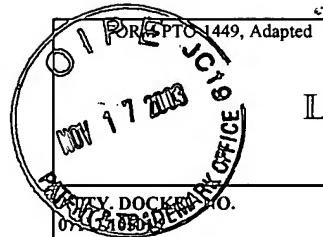
known to any individual designated in § 1.56(c) more than three months prior to the filing of the information disclosure statement.

Respectfully submitted,



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LIST OF INFORMATION DISCLOSED BY APPLICANT
(Use several sheets if necessary)

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10/602,804FILING DATE
June 24, 2003APPLICANT
McIlwaine et al.

GROUP

U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
AA	5,915,973	6/29/1999	Hoehn-Saric et al.			3/11/1997
AB	5,947,747	9/7/1999	Walker et al.			5/9/1996
AC	6,108,687	8/22/2000	Russell O. Craig			3/2/1998
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AG	6,559,867 B1	5/6/2003	Kotick et al.			11/24/1999
AH						
AI						
AJ						
AK						
AL						
AM						

FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION
					YES NO
AN					
AO					

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

AP		
AQ		

EXAMINER

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